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## **PNM Wildfire Relief Efforts Transition to Power Restoration**

*PNM shares power restoration efforts as families return from mandatory evacuation*

(Albuquerque, NM) – As progress to suppress the South Fork and Salt wildfires continues and evacuations in the area are lifted, PNM is aiming its round-the-clock efforts at bringing power back to its customers and communities.

PNM continues to work in coordination with the local, state and federal incident response teams by tactically de-energizing and reconnecting portions of the grid at the request of first responders to allow those teams to safely build and hold fire lines. At its peak, 4,104 of the 18,940 customer homes and businesses were without power in PNM's Ruidoso service territory. Power has been restored to 1,204 of those customers. Heading into Monday morning, 2,900 customers remain without power.

"We understand the need to get back into these communities and are working with urgency to repair, and in some cases rebuild, our power grid," said Don Tarry, PNM President and CEO. "I ask that community members be patient with our crews as we work to safely restore the greatest number of customers as fast as possible, focusing first on the critical infrastructure supporting the community and then moving to the equipment powering individual structures. Our crews will be there until the very last customer has power restored."

On Friday, technical teams were able to begin walking the area to assess damages, identify hazards and establish plans to restore parts of the Ruidoso electric system impacted by the fire. Neighboring utilities have generously answered PNM's call for assistance to accelerate restoration, with over 20 crews working efforts this week.

To support customers and the local community, PNM stopped billing and automatic drafting of payments for customers impacted by the wildfires. Recognizing that needs extend far beyond our customers and billing, PNM and the PNM Resources Foundation contributed \$35,000 to funds aiding the Ruidoso area and the Mescalero Apache Tribe and is matching employee contributions up to \$1,000 per employee.

This week, PNM is beginning restoration work in areas where the South Fork and Salt wildfires have destroyed much of the existing electrical equipment, including wires, poles and distribution lines that power many of the local communities' homes and businesses.

Approximately 1,500 of roughly 10,000 power poles in the impacted communities have been destroyed or damaged by the wildfires. Each power pole ranges from 30 to 45 feet in height and weighs upwards of 1,000 pounds. Replacing one power pole requires multiple-person crews and heavy machinery to remove the damaged pole and equipment, place the new pole into a 6-foot trench, and then secure the pole, power lines and insulators. This process will be repeated 1,500 times by crews from PNM and other assisting utilities working 16+ hour days until power to all customers has been restored.

PNM is partnering with Ruidoso and the State of New Mexico to restore power to the critical functions for the impacted communities, such as water stations, to make it possible for local residents to safely return. Although the crews are working as quickly and safely as possible, restoration timeframes may vary throughout the Village of Ruidoso due to the severity of damage caused by the wildfires.

“We are grateful for the help of our neighboring utilities who are bringing much needed crews, equipment and materials to aid in this effort. More than 20 crews are joining PNM this week to aid restorations. Partnerships from across all utilities is critical to helping our customers get their power restored,” said Don Tarry.

Our crews, and those coming from other utilities, are committed to working as safely as possible while getting every household reconnected.

### **Customers**

1. For the latest information on the power outages, customers can visit [PNM.com/outagemap](http://PNM.com/outagemap) or text ALERT to #78766. As PNM begins restoration efforts, the community should be aware that intermittent outages may be required in order to restore power to the electric grid.
2. We are here to help. We are staffing our Ruidoso Payment Center with project managers and service coordinators to support our customers. Our Live Chat is available at [PNM.com](http://PNM.com). Customer service representatives are available at 1-888-DIAL-PNM.
3. If you depend on medical devices, you are encouraged to engage your emergency plan as PNM cannot ensure uninterrupted power supply at this time.
4. Follow @PNMelectric on Facebook to see images and stories from crews working to restore Ruidoso.

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#### **About PNM**

*With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving nearly 550,000 customers in dozens of communities across the state. PNM strives to create enduring value for customers, communities and shareholders built on a foundation of Environmental, Social and Governance Principles. At the core of our business, we are focused on our vision of creating a clean and bright energy future, our purpose of working together with our customers and community to serve their energy needs, and our values of safety, caring, and integrity. Visit [PNM.com](http://PNM.com) for more information.*